

**NC DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY**  
**Law Enforcement Job Family**  
**Law Enforcement Agent**

**Description of Work:** The primary purpose of the position of ALE Agent is to conduct investigations, enforce the criminal laws, perform regulatory and administrative duties in the areas of alcoholic beverage sales and tobacco sales, provide alcohol/tobacco seller server training, and perform any other law enforcement duties assigned by the Secretary of the Department of Crime Control and Public Safety or the Governor. This includes conducting investigations of violations of the North Carolina ABC Laws, NC ABC Commission Administrative Rules, the Controlled Substance Act and statutes dealing with the enforcement of the tobacco sales to underage persons. It also includes investigating applications made by citizens for the retail and wholesale sale of alcoholic beverages to assure compliance with applicable laws and to protect the citizens of the state; to investigate complaints made by citizens dealing with alcohol, tobacco, drug or criminal law violations, as assigned by the supervisor; to conduct ALE Agent and civilian applicant background investigations; to investigate violations of the controlled substances act and gambling statutes that occur primarily in conjunction with the sale and service of alcoholic beverages; to investigate and enforce the statutes dealing with the sale of tobacco products to underage persons; to provide responsible sale/service training to members of the alcohol industry and to provide public information programs as requested. At the advanced level, this position is responsible for conducting critical, involved, in-depth, sensitive investigations that require a higher level of training, experience and expertise.

Competency Profile	Definition
<b><i>Technical Knowledge</i></b>	Understands the concepts, practices, and theories used in the technical specialty area under his/her direct control and applies these specific or broad disciplines that include varied levels of detail.
<b><i>Program Management</i></b>	Manages programs while adhering to established laws, regulations, policies and procedures. Communicates and coordinates between customer and Division to ensure organizational needs are met and that the solution is effective in addressing program goals. Utilizes resources available or recruits those necessary to be successful.
<b><i>Enforcement and Support</i></b>	Utilizes a methodical and logical approach to carry out Alcohol Law Enforcement's assigned and self-initiated investigations in a thorough, timely and professional manner to prevent frauds, impositions and other abuses upon the citizens of North Carolina. Has an understanding and ability to use technical and professional information to advance the investigative process.
<b><i>Effective Communication</i></b>	Conveys concepts and issues clearly to others, verbally, non-verbally, and in writing. Communication emphasizes listening and understanding between parties.

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<b>Functional Competencies</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<b><i>Technical Knowledge</i></b>	Understands the basic concepts, practices, and theories used in the technical specialty area under his/her direct control.	Possesses a thorough understanding of concepts, practices and theories used in the technical specialty area with limited supervision.	Possesses significant expertise and understanding of concepts, practices and theories used in the technical specialty area. Displays an exceptional understanding of technical/professional information and demonstrates the ability to use it while independently accomplishing the assigned task.
<b><i>Program Management</i></b>	Understands tasks, accepts responsibility, takes initiative to plan and organize daily activities and performs work under direct supervision. Serves as a productive team member on programs and helps develop solutions to problems and issues that arise. Follows Division and Department policy and procedures. Understands Division, Department and customer, both internal and external, needs through communication and is able to convey technical information and promote understanding of relevant issues.	Manages work with limited supervision. Is able to organize and follow complex and detailed technical procedures. Develops program plan and moves program forward. Provides consultation on issues and requests from customers that require implementation or creation of a custom solution. Consults with supervisor to discuss alternative solutions.	Provides leadership in planning and organizing the work of others and adapts to unanticipated changes with contingency plans. Accountable for keeping program on track, anticipates and manages problems. Evaluates and recommends resource needs. Consults with supervisors on a regular basis to develop long-range strategic alternatives. Builds customer support of agency objectives.
<b><i>Enforcement and Support</i></b>	Demonstrates a basic understanding of specialty disciplines by utilizing proven solutions and /or designs when solving problems. Possesses a basic understanding of technologies and problem resolution techniques.	Demonstrates a thorough understanding of specialty disciplines by utilizing or modifying proven solutions and/or designs when solving problems. Possesses a thorough understanding of and has sufficient experience with technologies and problem resolution techniques.	Demonstrates significant expertise and experience in specialty disciplines by utilizing or developing innovative solutions and/or designs. Possesses an exceptional understanding of technologies and problem resolution techniques. Employs a methodical and logical approach to carrying out the Division's assigned and self-initiated investigations in a thorough, timely and professional manner. Maintains an understanding and ability to use technical and professional information to advance the investigative process.

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Functional Competencies	Contributing	Journey	Advanced
<b><i>Effective Communication</i></b>	Demonstrates on a day to day basis the ability to express thoughts, ideas and information effectively by means of oral (including non-verbal) and written communication.	Demonstrates on a daily basis the ability to express thoughts, ideas and information effectively by means of oral (including non-verbal) and written communication for non-routine subjects/technical issues.	Demonstrates on a daily basis the ability to express thoughts, ideas and information effectively by means of oral (including non-verbal) and written communication for controversial subjects/technical issues.

**Minimum Training and Experience:** A four-year degree from an accredited college or university or an equivalent combination of training and experience.

**Necessary Special Qualifications:** Must possess North Carolina Basic Law Enforcement Training (BLET) Certification or complete the Basic Law Enforcement Training program and be able to be certified as a law enforcement officer by the NC Criminal Justice Educations and Training Standards Commission within the first year of employment to be eligible to be sworn as an ALE Law Enforcement Agent.

Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.